Capitalizing on enterprise forms technology

Automate forms and documents at the enterprise level for optimal user engagement and maximum operational results

Finding the right enterprise forms solution can be challenging, yet businesses and government agencies understand the intrinsic value of efficiently connecting people and forms. It is more important than ever for organizations to embrace the latest enterprise forms technology given the burgeoning mobile market, an astounding growth in use of the web as a discovery tool, and a continuing explosion of data. Ultimately, our rapidly changing world and technology dictate that organizations be agile and move forward with the automation of forms and documents to keep pace with and take advantage of societal trends
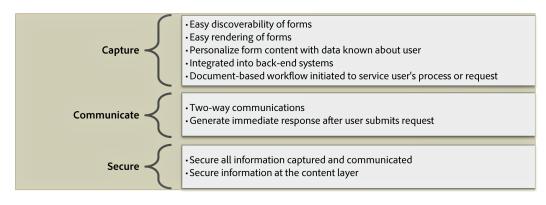
Today's forms processing options

Enterprise forms solutions overcome the limitations of ad hoc data collection, build-it-yourself applications, and point solution combinations.

Ad hoc data collection	Build-it-yourself applications	Point solution combinations	Enterprise forms
• Assorted data capture mechanisms • Labor intensive • Error prone • Poor user interfaces • Lack of integration • Difficult forms discovery	• Complexities bog down development • Considerable IT resources required • Shift focus away from core competencies • Ongoing maintenance challenges	• Disparate solutions • Possible duplication of capabilities • Integration difficult or impossible • Difficult to meet needs of entire organization	• Multichannel capture • Organizational integration • IT resource use minimized • Unified and cost-effective solution • Quickly adapt to latest technologies

Core functional capabilities of enterprise forms

An enterprise forms solution must be able to *capture* and process information; include effective mechanisms to *communicate* back to users; and provide robust mechanisms to *secure* sensitive information for the process, regardless of where the forms and documents travel.

Capture
- Easy discoverability of forms
- Easy rendering of forms
- Personalize form content with data known about user
- Integrated into back-end systems
- Document-based workflow initiated to service user's process or request

Communicate
- Two-way communications
- Generate immediate response after user submits request

Secure
- Secure all information captured and communicated
- Secure information at the content layer

Enterprise forms solution requirements

As organizations capture, communicate, and secure information, an effective enterprise forms solution must also meet each of the following requirements.

Requirement	Benefit	Importance
Agility: Adapts and responds quickly	✓ Uses templates ✓ Provides wizards	• Provides base level of forms guidance • Ensures consistency of forms to end user • Adapts and responds rapidly to corporate or regulatory changes • Allows forms designers to access more complex functionality, freeing IT personnel
Scalability: Meets increasing demands	✓ Supports exposure of hundreds or thousands of forms to users	• Provides forms processes to meet needs of largest organizations • Protects investment in forms technology as needs grow
Mobility: Goes where needed	✓ Allows forms to be created once and used everywhere ✓ Accommodates full breadth of existing technologies	• Provides users with a consistent experience • Saves time and money as a single template is used for all device types • Capitalizes on new, lower cost, mass touchpoint in forms technology
Integrability: Works with other systems	✓ Integrates data with other systems	• Yields smoother, more efficient operations
Reusability: Shares common elements	✓ Uses common elements across all forms and documents	• Saves time in forms creation and modification
Discoverability: Provides for easy location	✓ Allows users to find and complete forms easily	• Increases user self-service • Minimizes abandonment to higher cost channel
Expandability: Meets additional needs	✓ Provides expanded capabilities	• Offers additional capabilities related to forms capture and document processing (e.g., signature components) • Extends value of investment

Architectural considerations

Delivering enterprise forms capabilities to meet organizational requirements is easier when a platform adheres to the following architectural principles.

Separation of presentation and data	Use of standards	Fidelity and compliance support
• Presentation adapts to user's context • Data adapts to process context	• Integrates with other systems • Future proofs against industry or software vendor changes	• Consistent presentation of form elements across processes and organizations

Organizations can move forward with confidence in evaluating enterprise forms solutions given the vast capabilities currently available and the operational benefits to be had. Today's robust enterprise forms technology will work hard to improve the agility and success of your organization.

For more information

Solution details:
www.adobe.com/solutions/government.html

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